

POSITION: VOLUNTEER SERVICES COORDINATOR
FTE/FLSA: Full-Time/Non-Exempt
SALARY: 40,000 To 50,000 Per Year
LOCATION: 3003 South Country Club Road, Tucson, AZ 85713



**COMMUNITY
FOOD BANK**
OF SOUTHERN ARIZONA

FUNCTION:

As part of the Fund Development Department, and more specifically the Community Engagement Team, the Volunteer Services Specialist will be a role model for staff and volunteers to provide a high level of customer service working and engage volunteers and the public in the work of the CFB.

Under the supervision of the Volunteer Services Supervisor, this position is responsible for assisting with recruiting, orienting, and scheduling individual, group volunteers, and CSV/DES volunteers of all ages and for establishing and maintaining good volunteer relations. This position will work with numerous Volunteer Services office volunteers/interns, and provide administrative assistance to the Volunteer Services Team.

EXPECTATION:

CFBSA is committed to providing employees with an environment in which the **Core Values** of *Respect, Integrity, Accountability, Collaboration, Excellence, Innovation, and Social Justice* are supported and encouraged.

CFBSA works diligently to maintain a culture of fairness, responsibility, trustworthiness and teamwork to advance our mission: *Through education, advocacy, and the acquisition, storage, and distribution of food, we will anticipate and meet the food needs of the hungry in our community.*

The Community Food Bank is a drug and tobacco free work environment

DUTIES AND RESPONSIBILITIES:

- Respond to high level of daily inquiries via phone, email, and in person, and work in conjunction with the Volunteer Services team to maintain volunteer schedule/calendar.
- Lead youth engagement activities, including recruitment, coordination, and evaluation of programming. This includes Family Days, school group volunteer activities and the Teen Leaders Program.
- Responsible for running background screenings as required and submitting applications for volunteer vehicle insurance coverage when appropriate. Assist in tracking training requirements.
- Maintain and administer CSV and DES volunteer programs (proper documentation of volunteer applications, hours, scheduling, and final documentation).
- Provide staff coverage for any Wednesday evening packing, other volunteer activities as scheduled and Saturday Volunteer Services coverage. Provide outstanding engagement to all group volunteers.
- Assist in orienting and placing individual and group volunteers in all CFB programs and community-based events. Assist in conducting weekly volunteer tours/orientation sessions and follow-up processes. Greet groups volunteering at the main warehouse and ensure they are connected with correct department.
- Help ensure and maintain up-to-date volunteer information on file and in database, logging total volunteer hours, and general information, etc. Provide proper documentation for all volunteers upon fulfillment of requirements. Assist with database troubleshooting, posting, and training for volunteers.

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- Support individual volunteer recognition and acknowledgement efforts, including: birthday card signing and distribution; ordering and sending sympathy and wellness cards and/or flowers; and distribution of volunteer gifts as directed by the Volunteer Services Supervisor.
- Be the vital link to engage new constituents with the work and programming of CFB; support daily operations, general community relations, and donor cultivation through tours and general outreach.
- Maintain volunteer waiting area, including replenishing training and informational documents. Assist in communicating CFB news to volunteers through a variety of mechanisms, i.e. verbal, written, and electronic communication. Maintain volunteer information areas in the Main Warehouse as assigned.
- Ensure that coffee is made, cleaned up, and set up for the following day in the warehouse volunteer break room. Keep volunteer break room tidy.
- Complete Non-Employee incident report form(s) and work in conjunction with the Volunteer Services Supervisor to follow through as necessary. Work with volunteers and departmental supervisors to maintain appropriate levels of safety, performance and discipline.
- Provide positive representation of CFB on-site and at community events, as needed. Provide community outreach and recruitment to targeted populations, including mixers, chamber events, and specific outreach opportunities
- Assist in establishing and nurturing effective staff/volunteer relations regarding daily needs.
- Perform related duties as assigned by the Director of Community Engagement and/or Volunteer Services Supervisor in support of the Community Engagement Team.

KNOWLEDGE, SKILLS, AND ABILITIES:

Minimum Qualifications

- Associates' degree required or two years of relevant experience
- A good driving record and a current and valid Arizona Driver License.
- Proficiency in Outlook, MS Word, Publisher, Excel, and internet-based communication. Experience working with databases required.

Preferred Qualifications

- Experience working with volunteers.
- Bilingual skills in English and Spanish.
- Prior customer service experience, ideally dealing with many different types of people for extended periods of time

Capabilities:

- Excellent communication skills including strong writing skills.
- Excellent time management skills and ability to work in a fast-paced environment.
- Ability to demonstrate empathy and support for the economically disadvantaged.
- Ability to function effectively in a collaborative environment.

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Physical Requirements:

- This job is considered medium duty, as stated at the Code of Federal Regulations, Section 41-967: (c) *Medium work*. Medium work involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds. If someone can do medium work, we determine that he or she can also do sedentary and light work.

Work Conditions:

- Subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.
- Subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.

To apply, [click here](#).